Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Alcoholic Beverage Control	1 0	112 68	30 12	143 80
Customer Company Total	1 0	112 68	30 12	143 80

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Alcoholic Beverage Control	1 0	112 6	30 0	143 6
Customer Company Total	1 0	112 6	30 0	143 6

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**			
	High	**Low**	**Medium**	**ATTIR Total**
Alcoholic Beverage Control	1 0.12	112 0.29	30 0.01	143 0.23
Customer Company Total	1 0.12	112 0.29	30 0.01	143 0.23

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Alcoholic Beverage Control	1 0	112 4	30 0	143 4
Customer Company Total	1 0	112 4	30 0	143 4

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents			
Customer Company	**Bottom Number - Average time in hours**			
	High	**Low**	**Medium**	**ATTR Total**
Alcoholic Beverage Control	1	112	30	143
	0.12	1.71	0.04	1.35
Customer Company Total	1	112	30	143
	0.12	1.71	0.04	1.35

Alcoholic Beverage Control

Detail

INC000000179604	Bill Garner	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	9.70
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: Yes	TTR:	9.70
INC000000182160	Kerri Adams	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	5.61
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	5.61
INC000000182615	Robert Southworth	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.68
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.68
INC000000182799	Chris Malcolm	Telecom	Hardware	Telephone	TIR Missed: No	TIR:	0.12
Voice Operations	Annette Nielsen	Alcoholic Beverage Contr	High		Closed	TTR Missed: No	TTR:	0.12
INC000000182814	Keith Zuspan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.26
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.26
INC000000182978	Liquor Store 29	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.13
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium		Closed	TTR Missed: No	TTR:	0.13
INC000000182986	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.14
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium		Closed	TTR Missed: No	TTR:	0.14
INC000000182997	Liquor Store 06	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183005	Liquor Store 26	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.16
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium		Closed	TTR Missed: No	TTR:	0.16
INC000000183022	Liquor Store 24	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183738	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183741	Liquor Store 38	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183744	Liquor Store 06	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184128	Liquor Store 44	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.12
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium		Closed	TTR Missed: No	TTR:	0.12
INC000000184237	Debbie England	Telecom	None	None	TIR Missed: No	TIR:	0.00
Voice Operations	Gail Christiansen	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184239	Liquor Store 03	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184240	Wayne Olson	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low		Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

Incident	Location/Person	Category	Type	Product	TIR Missed	TIR	Assignment	Assignee	Group	Priority	Status	TTR Missed	TTR
INC000000184241	Liquor Store 13	Application	None	None	No	0.00							
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184242	Liquor Store 02	EIS Hardware	None	None	No	0.00							
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Medium							Closed	No	0.00
INC000000184243	Liquor Store 16	EIS Hardware	None	None	No	0.00							
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184244	Liquor Store 42	Application	None	None	No	0.00							
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184245	Liquor Store 06	Application	None	None	No	0.00							
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184480	Liquor Store 16	Application	Error	Triversity Point-of-Sale	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184545	Liquor Store 24	PC/Laptop	Hardware	None	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000184689	Rae C Jordison	Application	Reporting	None	No	147.35							
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Contr	Low							Resolved	Yes	147.35
INC000000184795	Liquor Store 29	Application	Error	Triversity Point-of-Sale	No	0.38							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.38
INC000000184833	Liquor Store 37	Application	Error	Triversity Point-of-Sale	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000185438	Liquor Store 32	Application	Error	Microsoft Windows XP Professio	No	0.16							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.16
INC000000185453	Liquor Store 33	Application	Error	Microsoft Windows XP Professio	No	0.15							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.15
INC000000185455	Liquor Store 20	Application	Error	Microsoft Windows XP Professio	No	0.13							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.13
INC000000185471	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000185502	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000185644	Earl F Dorius	Application	Error	PDF Complete	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low							Closed	No	0.00
INC000000185800	Liquor Store 14	Application	Error	Triversity Point-of-Sale	No	0.00							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium							Closed	No	0.00
INC000000185804	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None	No	0.13							
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium							Closed	No	0.13

Alcoholic Beverage Control

Incident	Location/User	Category	Type	Item	TIR Missed	TIR
INC000000185813	Liquor Store 30	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00
INC000000185815	Liquor Store 38	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00
INC000000186388	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.28
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.28
INC000000186403	Liquor Store 21	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Medium	Closed	TTR Missed: No	0.00
INC000000186407	Liquor Store 27	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Medium	Closed	TTR Missed: No	0.00
INC000000186964	Liquor Store 09	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00
INC000000186983	Liquor Store 22	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.17
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.17
INC000000186991	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.10
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Medium	Closed	TTR Missed: No	0.10
INC000000188122	Liquor Store 26	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.14
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.14
INC000000188142	Liquor Store 16	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00
INC000000188146	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.08
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.08
INC000000188155	Liquor Store 36	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.06
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.06
INC000000188161	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.15
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.15
INC000000188172	Cindy L Holmes	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00
INC000000188181	Liquor Store 42	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Medium	Closed	TTR Missed: No	0.00
INC000000188186	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.14
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.14
INC000000188199	Liquor Store 19	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.10
INC000000188207	Liquor Store 21	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

Incident	Location	Category	Type	Product	TIR Missed	TIR
INC000000188214	Liquor Store 41	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	0.00
INC000000188219	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale	No	0.04
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.04
INC000000188225	Liquor Store 21	Application	Error	Microsoft Windows XP Professic	No	0.15
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.15
INC000000188235	Liquor Store 25	Application	Error	Triversity Point-of-Sale	No	0.06
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.06
INC000000188241	Liquor Store 03	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.00
INC000000188247	Liquor Store 27	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.00
INC000000188250	Liquor Store 22	Application	Error	Triversity Point-of-Sale	No	0.06
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.06
INC000000188256	Liquor Store 35	Application	Reporting	Triversity Point-of-Sale	No	0.05
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.05
INC000000188261	Liquor Store 16	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	0.00
INC000000188267	Liquor Store 44	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	0.00
INC000000188276	Liquor Store 28	Application	Reporting	Triversity Point-of-Sale	No	0.08
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.08
INC000000188287	Liquor Store 03	PC/Laptop	Hardware	None	No	0.09
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.09
INC000000188291	Liquor Store 27	Application	Error	Triversity Point-of-Sale	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	0.00
INC000000188293	Liquor Store 03	Application	Error	Microsoft Windows XP Professic	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	0.00
INC000000188296	Liquor Store 13	Application	Reporting	Triversity Point-of-Sale	No	0.04
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.04
INC000000188300	Liquor Store 29	Application	Reporting	Triversity Point-of-Sale	No	0.07
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.07
INC000000188677	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.00
INC000000188754	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	0.00

Note: In each incident block, the upper row shows "TIR Missed: No" and "TIR:" values; the lower row shows "TTR Missed: No" and "TTR:" values.

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INC000000188757	Liquor Store 26	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188831	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188945	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188951	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189552	Keith Zuspan	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189670	Anita Knowley	Telecom	Hardware	Telephone	TIR Missed: No	TIR:	0.35
Voice Operations		Annette Nielsen	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	TTR:	0.35
INC000000190123	Liquor Store 06	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190269	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190937	Liquor Store 32	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190940	Liquor Store 28	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000191934	Liquor Store 12	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191939	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191943	Liquor Store 04	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191947	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.08
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000191954	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000192348	Liquor Store 06	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192378	Liquor Store 34	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192383	Liquor Store 12	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Contr	Medium	Resolved	TTR Missed: No	TTR:	

Alcoholic Beverage Control

INC000000192649	Liquor Store 29	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192650	Liquor Store 12	Network	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192655	Liquor Store 12	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192659	Liquor Store 12	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192663	Liquor Store 14	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192717	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193209	Tammy Bolte	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.89
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000193608	Liquor Store 33	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193614	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194149	Liquor Store 41	EIS Hardware	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194152	Liquor Store 43	Application	None	Surveillix Surveillance Systems	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194357	Liquor Store 44	Application	Error	Surveillix Surveillance Systems	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194362	Liquor Store 05	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194550	Liquor Store 08	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194694	Liquor Store 29	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194697	Liquor Store 28	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195022	Liquor Store 35	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.13
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000195107	Robert Southworth	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	6.78
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low	Resolved	TTR Missed: Yes	TTR:	6.78

Alcoholic Beverage Control

Incident	Reported By / Group	Category	Type	Item	TIR Missed	TIR	Status	TTR Missed	TTR
INC000000195393	Lorrie Hill	Network	Error	None	No	2.65			
	Metro D Hosting	Shawn Goble	Alcoholic Beverage Contr	Low			Resolved	No	2.65
INC000000195718	Cindy L Holmes	Print/Copy/Scan/Fax	None	None	No	0.68			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.68
INC000000195729	Chris Johnson	Application	Error	None	No	8.94			
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Contr	Low			Resolved	Yes	8.94
INC000000196420	Liquor Store 03	Application	Reporting	Microsoft Word	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000196423	Liquor Store 33	Application	Error	Triversity Point-of-Sale	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium			Resolved	No	0.00
INC000000196425	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000196427	Liquor Store 33	Application	Error	Triversity Point-of-Sale	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000196430	Liquor Store 15	Application	Error	Triversity Point-of-Sale	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000196431	Liquor Store 14	Network	Incident	None	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium			Resolved	No	0.00
INC000000196684	Cindy L Holmes	PC/Laptop	Performance	None	No	4.74			
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Contr	Low			Resolved	No	4.74
INC000000196880	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale	No	0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium			Resolved	No	0.00
INC000000196889	Liquor Store 21	None	None	Triversity Point-of-Sale	No	0.11			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Medium			Resolved	No	0.11
INC000000196914	Liquor Store 02	Application	Error	Escalate Retail (ERP)	No	0.12			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Contr	Low			Resolved	No	0.12
INC000000197443	Liquor Store 44	EIS Hardware	None	None	No	0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000197449	Liquor Store 42	EIS Hardware	None	None	No	0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000197456	Liquor Store 41	Application	None	None	No	0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000197463	Liquor Store 13	Application	None	None	No	0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low			Resolved	No	0.00
INC000000197467	Liquor Store 39	Application	None	None	No	0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Contr	Low			Resolved	No	0.00

Alcoholic Beverage Control

INC000000197475	Liquor Store 03	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197476	Liquor Store 30	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197479	Liquor Store 24	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197482	Liquor Store 22	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197484	Liquor Store 21	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197486	Liquor Store 19	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197488	Liquor Store 30	Network	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197493	Liquor Store 11	EIS Hardware	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197496	Liquor Store 26	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197500	Liquor Store 35	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197503	Liquor Store 07	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197505	Liquor Store 41	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197509	Earl F Dorius	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197511	Mollie Brewer	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197513	Tammy Bolte	EIS Hardware	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197516	Rae C Jordison	EIS Hardware	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197521	Liquor Store 35	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197796	Liquor Store 19	Application	None		None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Contr	Low		Resolved	TTR Missed: No	TTR:	0.00

Attorney General

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Attorney General	48 18	2 0	50 18
Customer Company Total	48 18	2 0	50 18